

VLER Support of VBA Transformation

Section I: Background

The purpose of VLER is to enable VA and its partners to proactively provide the full continuum of services and benefits to Veterans through Veteran-centric processes made possible by effective, efficient, and secure standards-based information sharing. To achieve its goals, current VLER efforts are managed in VLER Capability Areas (VCAs):

<b>VCA 1</b>	Exchange medical information required to support clinical care between VA, DoD and private providers
<b>VCA 2</b>	Expand the exchange of medical benefits, military personnel and administrative data in order to support disability claims adjudication
<b>VCA 3</b>	Exchange additional medical, benefits, military personnel and administrative information required to proactively deliver the full spectrum of benefits and services including, but not limited to, compensation, housing, education, pension, insurance and memorials
<b>VCA 4</b>	Provide Service members and Veterans the ability to securely access and control the use and dissemination of their medical, benefits and personnel information via the eBenefits portal

The paperless processing of Veterans' claims for disability benefits is central to the success of VBA's transformation and efforts to eliminate the backlog. To achieve paperless claims processing, VBA has undertaken a number of efforts driven through the implementation of new information technology systems, including the Veterans Benefits Management System (VBMS). VLER, through the implementation of VLER Capability Areas (VCA) 2, 3, and 4, is leading efforts to support VBA through the implementation of numerous systems and programs, including:

1. **VASRD Information Automation**: The VA Schedule for Rating Disabilities (VASRD) is used to evaluate Veterans' disability claims. Automating, to the extent possible, the collection of this information for use in rules-based processing of these claims is critical to VBA Transformation. VLER has the mission to automate the collection of medical information required to support disability claim processing (VCA-2). To accomplish this project VA will implement:
  - A. Enhancements to CAPRI to better capture VHA C&P exam data
  - B. An "IRS eFile"-like capability for VA contract examiner systems
  - C. Disability Benefits Questionnaire (DBQ) Web Forms for third-party clinicians without their own C&P systems (status update provided in *Section II: Project Status*)
  - D. An "IRS eFile"-like capability for 3rd party clinicians with their own C&P system
2. **Vow to Hire Heroes Act (VOW)/ Veterans Employment Initiative (VEI)**: The Veterans Opportunity to Work (VOW) to Hire Heroes Act of 2011 provides Service member with seamless transition, expands education and training opportunities for Veterans, and provides tax credits for employers who hire Veterans with service-connected disabilities. VLER has Implemented Phase I, which initiates integration of IT services providing employment and transition benefits into the eBenefits portal (VCA-4). This was a recommendation in a report to the White House developed by the VEI Task Force Information Technology (IT) Working Group, which ED VLER co-chairs.
3. **Interagency Care Coordination Committee (IC3)**: The goal of the Information Sharing Initiative (ISI) is to meet the cross-Departmental information sharing needs of case/care management /coordination personnel on providing integrated care to Service members and Veterans (VCA-2). Integrated care seeks to close the traditional division between health and social care. IC3 is

currently developing process models and business requirements in support of the Interagency Comprehensive Plan (ICP). The Federal Case Management Tool (FCMT) has been chosen by the Joint Executive Committee (JEC) as the authoritative data source for the ICP. FCMT will leverage the VLER Data Access Services (DAS) to connect to the multiple clinical and non-clinical systems, to enable access to the ICP, and support the broad scope of work of case/care management/coordination through the creation of a single repository for ICP information. To date, the VLER DAS has completed a successful data exchanges between FCMT, Veterans Tracking Application (VTA), and the Army Warrior Care and Transition System (AWCTS) to share care coordinator profiles.

4. **Integrated Disability Evaluation System (IDES)**: The Electronic Case File Transfer (eCFT) module enables VA and the Military Services to meet the Secretary of VA and the Secretary of Defense's directive to create a paperless, searchable IDES claims file transferred between VA and DoD. Previously, hard-copy case files—including service treatment records (STRs), commanders' letters, narrative summaries, and compensation and pension examination reports—were sent via FedEx or other delivery methods.
- eCFT, the original pilot period has been extended to allow for further evaluation of the system.
  - VA/DoD collaborated in developing and analyzing Service-specific work processes to identify efficiencies and capture new functional requirements
  - On March 20, 2013, VLER completed onboarding elements of compensation and pension contract examiners onto the electronic case file transfer pilot for IDES.
  - This capability allows contracted exam providers to electronically access medical information so that they may complete C&P exams for service members in the IDES process, and instantly transfer exam information to expedite the transition of a service member.

## **Section II: Project Status**

### **1. VASRD Information Automation: Disability Benefits Questionnaire Automation Solution (DBQ AS)**

#### **A. Enhancements to CAPRI to better capture VHA C&P exam data**

<b>Recent Accomplishment or Issues/Risks</b>	
VISTA to VLER DAS	VLER IT PMO, VBMS, and CAPRI technical teams have met and are developing a phased approach to implement the data transfer between VISTA, VLER DAS, and VBMS
<b>Planned Events for Upcoming Weeks</b>	
VISTA to VLER DAS	Meeting will be held to discuss Outstanding Business Issues <ul style="list-style-type: none"><li>• There are two different governance processes for DBQs: one for the OMB approved forms we use for the paper forms, new web forms and VBA contract examiners, and, a separate one for the DBQs VHA uses (in CAPRI)</li><li>• The DBQ forms in CAPRI change constantly and do not match the OMB versions of the forms</li><li>• A significant percentage of VHA C&amp;P Examiners do NOT use each of the relevant/applicable DBQs (in CAPRI) when they do an exam for a Veteran claiming multiple conditions (instead</li></ul>

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	entering information about multiple conditions as free text on a single GENMED DBQ). <ul style="list-style-type: none"><li>• A significant percentage of VHA Clinicians who do use the CAPRI DBQs when they do exams.</li></ul>
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### B. An "IRS eFile"-like capability for VA contract examiner systems

Recent Accomplishment or Issues/Risks	
Web Form Automation Tool	<ul style="list-style-type: none"><li>• Basic eFile capability has been tested</li><li>• Initial discussions have been held with VBA C&amp;P Exam contractor</li></ul>
Planned Events for Upcoming Weeks	
Web Form Automation Tool	Working to onboard current VBA and VHA C&P Exam Contractors

### C. DBQ Web Forms Tool Project and Health Data Repository (HDR)

Recent Accomplishment or Issues/Risks	
DBQ Web Forms Tool Project	Attached ( <i>DBQ Forms Defects and Change Requests</i> ) is the current status of all 81 Web Forms
Planned Events for Upcoming Weeks	
DBQ Web Forms Tool Project	UAT for forms 61-82 planned for coming weeks

### D. An "IRS eFile"-like capability for 3rd party clinicians with their own C&P system

Recent Accomplishment or Issues/Risks	
OSHERA	VLER has contacted OSHERA about releasing information from the Web Forms Automation Tool project
Planned Events for Upcoming Weeks	
	This effort has been slowed down to reallocate resources to the CAPRI effort

### • VLER Data Access Services (DAS)

Recent Accomplishment or Issues/Risks	
VLER DAS	Program initiated changes to respond to EPMO directed re-scoping.
VLER DAS	Started analysis for CAPRI DBQ VASRD Data query
Planned Events for Upcoming Weeks	
DAS v4.2.3	Basic Digits-to-Digits (D2D) customer acceptance targeted 04/11/2013
DAS v4.x	CAPRI VASRD initial Capability planning & requirements elaboration
DAS v5.0	Basic STR Exchange planning & requirements elaboration activity
Projected Capability Delivery Dates Within 180 Days	
DAS v4.2.2	Release to production targeted for 30 June
DAS v4.2.3	Release to production targeted for 30 June
DAS v4.x	CAPRI VASRD initial capability – Release to production targeted for 4QFY13
DAS v5.0	Basic STR Exchange Capability (Part 1) – Release to production

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	targeted for FY13, Q4
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### **E. Vow to Hire Heroes Act (VOW)/ Veterans Employment Initiative (VEI)**

<b>Recent Accomplishment or Issues/Risks</b>
Currently co-chairing sub-working groups focus on TAP Portfolio Management and TAP Data Sharing. TAP PfM is focused on selecting “best of breed” websites for Job Banks, MOS/MOC Crosswalk, and Resume Building. TAP Data Sharing is focused on providing VEI partners with the SM data they need to be VOW Compliant.
<b>Planned Events for Upcoming Weeks</b>
Continue IT Sub-working Group Efforts
<b>Projected Capability Delivery Dates Within 180 Days</b>
Deliver report on “best of breed” sites in July

### **F. Interagency Care Coordination Committee (IC3):**

- Federal Case Management Tool (FCMT)

<b>Recent Accomplishment or Issues/Risks</b>
Approved the FCMT 2.0 Project Charter, Acceptance Criteria Plan (ACP), Requirements Specification Document (RSD), and System Design Document (SDD)
Completed PMAS milestone 1 review to obtain an approved schedule for migration of VA Liaisons for Healthcare, VBA Chapter 63, and VBA Casualty programs
Conducted stakeholder interviews of 2 VA programs to understand current processes/future needs, (2) held a Comprehensive Plan requirements kick-off meeting with Community of Practice (CoP) Working Group
Held requirements kick-off meeting in support of the migration of CMTRA users to VA's enterprise case management platform
Held a Comprehensive Plan requirements kick-off meeting with Community of Practice (CoP) Working Group
Developed the CP Information Technology Support recommendation which resulted in Services agreeing to pilot of a single IT system to support DoD exchange of CP data with VA.
<b>Planned Events for Upcoming Weeks</b>
Begin requirements sessions in support of the Interagency CP, under the direction of the IC 3 Comprehensive Plan IT-sub group.
VLER will begin requirements sessions for the migration of additional VA case management systems such as the Care Management Tracking and Reporting System (CMTRA) and meeting with key business stakeholders.
<b>Projected Capability Delivery Dates Within 180 Days</b>
Delivery of FCMT 1.1.1 to production in Q3FY13
Delivery of FCMT 2.0 to production in Q4FY13

### **G. Integrated Disability Evaluation System (IDES)**

- Electronic Case File Transfer (eCFT)

<b>Recent Accomplishment or Issues/Risks</b>
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Continued stakeholder weekly calls to capture trouble shoot business issues and capture additional requirements from Armed Services, VHA, and VBA related to the eCFT pilot.
Held working sessions to develop Service specific process models and information exchange architectures.
Completed eCFT onboarding activities with contract exam providers.
Continued to work through server firewall/latency problems for the Seattle DRAS and VA Regional offices.
<b>Planned Events for Upcoming Weeks</b>
Complete trouble shooting of product latency issues and capture best practices/lessons learned with VA staff NLT end of March.
<b>Projected Capability Delivery Dates Within 180 Days</b>
Solve download latency with IDES case files by modifying firewall hurdles. Support go/no decision on extending capability to additional IDES sites.

- Veterans Tracking Application (VTA)

<b>Recent Accomplishment or Issues/Risks</b>
Confirmed three new business change requests.
<b>Planned Events for Upcoming Weeks</b>
Complete Independent Government Cost Estimate for outstanding change requests NLT end of April.
<b>Projected Capability Delivery Dates Within 180 Days</b>
VTA v2.1.2 (508 remediation Maintenance Release phase 1) in Q3FY13
VTA v2.1.3 (508 remediation Maintenance Release phase 1) in Q3FY13

### Section III: Key Issues and Risks

#### **DBQ User Acceptance Testing**

Status Type	Release 1 (DBQs 1-20)	Release 2 (DBQs 21-40)	Release 3 (DBQs 41-60)
Open	0	0	1
Closed	72	17	12
Pending Retesting	64	58	26
Change Requests	80	10	16
<b>Total Observations</b>	<b>216</b>	<b>85</b>	<b>55</b>

#### **Update on Release 1 (DBQs 1-20)**

1. Analysis of results from retesting is currently underway.

#### **Update on Release 2 (DBQs 21-40)**

1. All 58 defects pending retesting have been tested by the IT PMO and confirmed as fixed. They are currently being retested by users. Analysis of results from user retesting is pending.

#### **Update on Release 3 (DBQs 41-60)**

1. There were 55 observations found during user acceptance testing and retesting conducted by the IT PMO.

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2. There were 27 confirmed defects. Fixes have been received and retested by the IT PMO for 26 of the defects. The fixes are pending retesting by the users.
3. Of the 55 observations, 16 were classified as change requests because they were new requirements and not originally included in requirements provided to the contractor.
4. Of the 55 observations, 12 were closed because they were classified as training issues, errors with the testing scripts, duplicates, or could not be reproduced.

**Action Required:** None, information only

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APPROVED BY:

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